

# SOP Template: Coordination with Quality Assurance and Maintenance Teams

## Purpose

This SOP details the **coordination with quality assurance and maintenance teams**, emphasizing effective communication, synchronized scheduling, and collaborative problem-solving to ensure product quality and operational efficiency. It includes procedures for regular meetings, issue reporting, maintenance planning, quality inspections, and continuous improvement initiatives to maintain high standards and minimize downtime across production processes.

## Scope

This procedure applies to all production, quality assurance, and maintenance personnel involved in the manufacturing process.

## Responsibilities

- **Production Team:** Notify relevant parties of process issues and planned maintenance; participate in collaborative meetings.
- **Quality Assurance (QA) Team:** Conduct inspections, report findings, and collaborate on corrective actions.
- **Maintenance Team:** Schedule and execute preventive and corrective maintenance; communicate maintenance plans and needs.
- **Supervisors/Managers:** Facilitate communication and coordination between teams; oversee execution of this SOP.

## Procedure

### 1. Regular Coordination Meetings

- Schedule weekly meetings including representatives from production, QA, and maintenance.
- Review current issues, upcoming maintenance, quality concerns, and improvement plans.
- Document action items and assign responsibilities.

### 2. Issue Reporting & Tracking

- Use established reporting channels (logs, digital systems, forms) for quality or equipment issues.
- Assign issue owners and set resolution deadlines.
- Track progress and follow up in coordination meetings.

### 3. Maintenance Planning

- Maintenance team to provide a planned schedule for preventive maintenance.
- Coordinate with production and QA to minimize disruption to schedules and ensure product quality is maintained.
- Communicate unplanned/emergency work to all affected parties immediately.

### 4. Quality Inspections

- QA to schedule and communicate inspection times, collaborating with maintenance on equipment readiness.
- Share inspection results and required actions with relevant teams.

5. **Continuous Improvement Initiatives**

- Collect data from production, QA, and maintenance regarding defects, downtime, and root causes.
- Hold joint reviews to identify improvement opportunities and develop action plans.
- Follow up on initiatives and report status in coordination meetings.

**Documentation and Records**

- Meeting minutes and action logs
- Issue reports and resolution logs
- Maintenance schedules and completion records
- Quality inspection results and compliance reports
- Continuous improvement plans and tracking sheets

**Review and Revision**

- Review this SOP annually, or when significant process or organizational changes occur.
- Revision history is documented in the table below.

Version	Date	Description of Change	Approved By
1.0	2024-06-10	Initial release	[Name/Signature]

**Appendices**

- Appendix A: Meeting agenda template
- Appendix B: Issue reporting form
- Appendix C: Preventive maintenance checklist